

**City of San Diego  
Independent Rates Oversight Committee (IROC)**

**Public Outreach, Education & Customer Service  
Subcommittee Meeting**

**October 5, 2009  
8:30 a.m. – 10:00 a.m.**

**Meeting Location:  
Metropolitan Operations Complex II, **Conf. Room 1D**  
9192 Topaz Way  
San Diego, CA 92123  
(858) 292-6300**

**AGENDA**

**Agenda Item**

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1. Non-Agenda public comment\*
2. Approval of Minutes from September 8, 2009
3. Public Utilities Department's Public Outreach Workplan for FY2010
4. Update from City staff on Pt. Loma Waiver and messaging to public
5. Update from City staff on water rate increases and messaging to the public
6. Update from City staff on Cost of Service Studies for Water/Wastewater messaging to the public
7. Potential future Agenda items
8. Subcommittee Member comments
9. Adjournment

\* This portion of the agenda provides an opportunity for members of the public to address the Subcommittee. Comments are limited to three (3) minutes per individual. Please complete a Speaker's Slip in advance of the start of the meeting. For alternative format or disabled accommodations, please call Monica Musaraca at 858-292-6305.